

Claims

What is claimed is:

1. Apparatus for use in a computer hosting services environment, the apparatus comprising:

5 at least one processor operative to: (i) construct an electronic service level agreement between a service provider and a client based on client input for an application associated with the client to be hosted by the service provider; and (ii) check the consistency of the electronic service level agreement with respect to one or more existing electronic service level agreements previously committed to by the service provider.

10 2. The apparatus of claim 1, wherein the at least one processor is further operative to modify the electronic service level agreement when at least one inconsistency is found.

15 3. The apparatus of claim 1, wherein the at least one processor is further operative to provision one or more resources of an infrastructure on which the application is to be hosted in accordance with the constructed electronic service level agreement.

 4. The apparatus of claim 1, wherein the at least one processor is further operative to execute the constructed electronic service level agreement.

20 5. The apparatus of claim 1, wherein the at least one processor is further operative to report one or more events associated with the execution of the constructed electronic service level agreement.

 6. The apparatus of claim 5, wherein the one or more events comprise at least one of a violation of a portion of the electronic service level agreement and a near-violation of a portion of the electronic service level agreement.

7. The apparatus of claim 5, wherein the at least one processor is further operative to provide a warning that a portion of the electronic service level agreement is one of violated and near-violated.

5 8. The apparatus of claim 5, wherein the at least one processor is further operative to provide an alarm that a portion of the electronic service level agreement is one of violated and near-violated.

9. The apparatus of claim 5, wherein the at least one processor is further operative to provide an explanation as to why a portion of the electronic service level agreement is one of violated and near-violated.

10 10. The apparatus of claim 1, wherein the at least one processor is further operative to determine whether the electronic service level agreement will be satisfied for a given workload based on historical data.

15 11. The apparatus of claim 10, wherein the at least one processor is further operative to determine for how long the electronic service level agreement will be satisfied based on a workload forecasting and performance prediction technique.

12. The apparatus of claim 1, wherein the constructing operation comprises determining pricing for inclusion in the electronic service level agreement associated with the hosting of the application by the service provider.

20 13. A computer-based method for use in a computer hosting services environment, the method comprising the steps of:

constructing an electronic service level agreement between a service provider and a client based on client input for an application associated with the client to be hosted by the service provider; and

5 checking the consistency of the electronic service level agreement with respect to one or more existing electronic service level agreements previously committed to by the service provider.

14. The method of claim 13, further comprising the step of modifying the electronic service level agreement when at least one inconsistency is found.

10 15. The method of claim 13, further comprising the step of provisioning one or more resources of an infrastructure on which the application is to be hosted in accordance with the constructed electronic service level agreement.

16. The method of claim 13, further comprising the step of executing the constructed electronic service level agreement.

15 17. The method of claim 13, further comprising the step of reporting one or more events associated with the execution of the constructed electronic service level agreement.

18. The method of claim 17, wherein the one or more events comprise at least one of a violation of a portion of the electronic service level agreement and a near-violation of a portion of the electronic service level agreement.

20 19. The method of claim 17, further comprising the step of providing a warning that a portion of the electronic service level agreement is one of violated and near-violated.

20. The method of claim 17, further comprising the step of providing an alarm that a portion of the electronic service level agreement is one of violated and near-violated.

21. The method of claim 17, further comprising the step of providing explanation as to why a portion of the electronic service level agreement is one of violated and near-violated.

22. The method of claim 13, further comprising the step of determining whether the electronic service level agreement will be satisfied for a given workload based on historical data.

23. The method of claim 22, further comprising the step of determining for how long the electronic service level agreement will be satisfied based on a workload forecasting and performance prediction technique.

24. The method of claim 13, wherein the constructing step comprises determining pricing for inclusion in the electronic service level agreement associated with the hosting of the application by the service provider.

25. An article of manufacture for use in a computer hosting services environment, comprising a machine readable medium containing one or more programs which when executed implement the steps of:

constructing an electronic service level agreement between a service provider and a client based on client input for an application associated with the client to be hosted by the service provider; and

checking the consistency of the electronic service level agreement with respect to one or more existing electronic service level agreements previously committed to by the service provider.

26. A computer-based system for use in a computer hosting services environment,
5 the system comprising:

an electronic service level agreement building module which: (i) constructs an electronic service level agreement between a service provider and a client based on client input for an application associated with the client to be hosted by the service provider; (ii)
10 checks the consistency of the electronic service level agreement with respect to one or more existing electronic service level agreements previously committed to by the service provider; and (iii) modifies the electronic service level agreement when at least one inconsistency is found;

a provisioning module which provisions one or more resources of an infrastructure on which the application is to be hosted in accordance with the constructed electronic
15 service level agreement; and

an execution system which executes the constructed electronic service level agreement in accordance with the one or more provisioned resources.